



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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April 17, 2013

To: ALL MEDICAID PROVIDERS
PROVIDER LETTER #A-93

RE: Medicaid MCO Prompt Payment Complaints to be Reviewed by the Department of Insurance (DOI)

Dear Medicaid Provider:

The Department for Medicaid Services (DMS) is informing all providers of the updated process for filing a prompt payment complaint against a Medicaid Managed Care Organization (MCO). In accordance with the Governor's press release dated April 5, 2013, all responsibility for governmental review of provider complaints relating to prompt payment of medical claims has been moved from DMS to DOI. DOI will work with both the Provider and MCO to resolve prompt payment issues. If you are experiencing a prompt payment issue with an MCO you may file a complaint with DOI.

In order for DOI to assist you with the complaint, please include the following items:

1. Point of Contact information including telephone number and email address,
2. Detailed description of the complaint including the MCO name and contact information,
3. A copy of the appropriate claim forms(s) CMS-1500, UB-04 or dental claim form,
4. Any correspondence, reasons or denials for the claims in question, and
5. A copy of the Medicaid member's identification card.

The complaint should be sent to:

**Department of Insurance
C/O Medicaid Prompt Payment Compliance Branch
P.O. Box 517
Frankfort, KY 40601-0517**

DOI will work with both the Provider and MCO to resolve the identified issue and will notify the provider if additional information is needed.

Sincerely,


Lawrence Kissner
Commissioner

